

Thitapon Meggiolaro 2007: A Study of English Language Needs of the Government Savings Bank Staff. Master of Arts (English for Specific Purposes), Major Field: English for Specific Purposes, Department of Foreign Languages. Thesis Advisor: Assistant Professor Chamaipak Maiklad, Ph.D. 110 pages.

The objective of this research is to study the English language needs of the Government Savings Bank staff and the problems in using English that occur during their routine job.

This study employed a quantitative method using a questionnaire. The sample of the study was 339 employees of the Government Savings Bank. The data were analysed based on statistical techniques with the help of the Statistic Package for Social Sciences (SPSS).

The results derived from this study showed that the Government Savings Bank staff moderately needed the English language. Concerning all the skills, listening, reading, writing, and interacting were moderately needed. Only speaking was a little needed. The participants faced a lot of problems in using English, especially concerning listening and reading skills while speaking, writing, and interacting were considered as moderately difficult.

The findings obtained from this research will be beneficial to the training course designers of the Government Savings Bank. The research findings will provide some useful information to efficiently set up, improve and update the bank English language courses to meet the different needs of the staff. The results will also help the employees to be aware of their needs and problems, and then try to adapt and solve the problems in order to successfully achieve their working tasks.

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Thesis Advisor's signature

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